

1. Framework for Bid – A proposal format guideline

This appendix of the RFB defines the expected layout and format of the Service Provider's bid.

To facilitate the review of all Service Provider bids, INSETA requires Service Providers to organise their bids to directly address the items listed in this section. All matters addressed in this RFB shall be addressed in the framework below.

Should a Service Provider wish to provide additional information, that information should be appended to the specific section of the bid to which it pertains and/or be referred to and included in a file of annexures.

INSETA requires clear factual responses, not brochures or other marketing materials. The content of the bids shall determine the merit of each Service Provider.

The following three paragraphs should be read in conjunction with the main criteria descriptions listed in the main RFB document.

2. Response to General Requirements

- Service Provider Background and History
 - Date that the firm was founded
 - Historical background
 - Revenue history of the firm and summary of the last three years financial performance
 - Services provided by the Service Provider
 - Applicable CV's.
- Service Providers relevant experience
 - List of current customers/clients and their locations:
 - List of contacts within these customers/clients
 - Notation as to which customers/clients would be available for site visits/reference details
 - Description of the experience relevant to this RFB
 - Insurance Sector or other SETA clients
- Service Provider Capabilities
 - Description of experience in the education and training industry, especially applicable Insurance industry related programmes.
 - Description of current infrastructures, including, but not limited to staffing numbers.

- Description of accreditation of the service provider. (Primary and programme accreditation if these are different for different education and training programmes)
- Expertise and experience in running training programmes .
- Experience in sourcing and supporting learners for programmes applicable on the Insurance industry.
- Change management and project management skills . Change management in this context would refer to the ability to provide soft skills support to learners on programmes of extended duration.
- Expertise in legislative and regulatory framework within which INSETA functions, e.g. SAQA Act, Skills Development Act, NSF Regulations, etc.
- General Issues
 - Outstanding/current contractual obligations and liabilities.
 - Major litigation against the company, abnormal contractual obligations and liabilities.

3. Response to the Project requirements

The primary requirement of this part of the Service Provider's bid is that the bidder must demonstrate possession of the required infrastructure and resources, e.g. human and financial to provide and maintain education and training services, including the sourcing and supporting of learners-

- the procedures that it will apply to deliver the service levels that would be expected from an education and training institution;
- a description of staff available to provide the services when required; and
- a description of its document management system, education management system linked to the NLRD system.

4. Response to the ability to utilize a grant

In this section the Service Provider should provide information on how would propose to utilise a possible grant received from INSETA. The information must be sufficient to allow INSETA to do a valid assessment of the Service Provider's abilities, including:

- The date that the Service Provider could initiate such activities .
- A description of how the Service Provider would initiate such initiatives.
- A work plan including detailed activities, timing and responsibilities. This must include all activities for the duration of the project, from when initiative would commence up to completion of activities .
- The proposed staff dedicated to these initiatives.